BCS/LCE-993 (05/12)
Department of Licensing and Regulatory Affairs
Bureau of Commercial Services - Enforcement Division
P.O. Box 30018, Lansing, MI 48909

Telephone: (517) 241-9202

Complaint Number-For Office Use Only	

STATEMENT OF COMPLAINT RESIDENTIAL BUILDERS/RESIDENTIAL MAINTENANCE & ALTERATION CONTRACTORS

INSTRUCTIONS TO THE COMPLAINANT: Please type or print legibly. Be sure to read our "Citizen's Guide for Filing a Complaint" before completing this form. Read this form carefully before you complete it. Be sure to sign and date the back of this form. (**FILING PERIOD**: This form may be filed for projects involving residential structures or a combination of residential and commercial structures. This complaint must be received by the Department no later than 18 months after completion, occupancy or purchase, whichever occurs later in the case of a residential maintenance and alteration contract. With regard to projects requiring an occupancy permit, the complaint must be made within 18-months after the latest of either the issuance of a temporary certificate of occupancy, a certificate of occupancy, or closing.)

If you decide to file a complaint with the Department, you must:

- A. Complete this Statement of Complaint form listing all of the specific items that form the basis of your complaint. Make two copies of the completed Statement of Complaint form and any attached narrative. Keep a copy for your files.
- B. Take the second copy along with the Request for Completion of Building Inspection Report form to your local building inspector. Ask the inspector to complete and forward the report to the Department immediately. It is your responsibility to make sure that the completed report is sent to the Department.
- C. Mail the original Statement of Complaint to the Department with any attached narrative at the address listed at the top left corner of this page. (All documents received from you become the property of the Department and will not be returned to you.)

YOUR COMPLAINT IS AGAINST 1. Name of Licensee (Individual or Business Entity) 2. Address (Number and Street)		INFORMATION ABOUT YOU 10. Name 11. Address (Number and Street)							
						3. City, State	Zip Code	12. City, State	Zip Code
						1. Telephone Number	5. Name of Person with Whom You Dealt	13. Telephone Number	/
S. License Number (if known)	7. Date of Completion	Day () 14. What is the nature of your transaction? New Construction	Cell ()						
3. Date of Purchase	9. Date Occupancy Permit Issued	15. Date Temporary Occupancy Permit Issue	ed 16. Date of Closing						
	th the licensee, does your contract provid	le for any alternative dispute resolution							
8. If you have a contract wi	th the licensee, does your contract provid								
8. If you have a contract wi	th the licensee, does your contract provid	le for any alternative dispute resolutio	on procedures or arbitration?						
8. If you have a contract wi ☐ Yes ☐ No 9. Have you contacted the	th the licensee, does your contract provid	le for any alternative dispute resolution □ Yes	on procedures or arbitration?						
8. If you have a contract wi Yes No. 9. Have you contacted the If yes, what evidence do	th the licensee, does your contract provid o individual or company in writing about you	le for any alternative dispute resolution ur complaint?	on procedures or arbitration?						
8. If you have a contract wi Yes No. 9. Have you contacted the If yes, what evidence do 20. What do you want the inc	th the licensee, does your contract provided to the licensee, does your contract provided to the licensee, does your contract provided to the licensee, does not provide to the licensee, does not provide the licensee, does not provide the licensee, does not provide the licensee, does your contract provide to the licensee, does not provide to the licensee, and licensee to the licensee, and licensee to the lic	le for any alternative dispute resolution ur complaint?	on procedures or arbitration?						
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		o do so will cause unnecessary delays. Check below
which documents you have enclo		o do so will cause unnecessary delays. Check below ome the property of the Department and will not be
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22. DETAILS OF YOUR COMPLAINT. Briefly list all of the specific items that form the basis of your complaint. Do not attach lengthy court

Authority: PA 299 of 1980, as amended. This form is designed to assist you in outlining a complaint completely and concisely, but there is no penalty for failing to submit it.

LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

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REQUEST FOR	COMDI	ETION	VE DI III	DINC	INICHECTION	
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INITIAL REQUEST	ADDITIONAL INFORMATION REQUEST
	

Instructions to Complainant: Take this form along with a copy of your completed Statement of Complaint to your local Building Code Enforcement Official (Building Inspector). Ask your Building Code Enforcement Official to complete this form and return it to the Department of Licensing and Regulatory Affairs immediately. The Building Inspection Report and affidavit is used to VERIFY OR CONFIRM whether the problems described in your Statement of Complaint are code violations.

<u>Instructions to Building Code Enforcement Official/Inspector:</u> To substantiate allegations of building code violations against a residential builder or residential maintenance and alteration contractor, the building project must be inspected by a registered building inspector.

Please conduct an inspection of each item identified in the complaint and identify your findings in the report. You may add additional items that are code violations. Complete each section of the report and return it to this office. If you identify code violations and the residential builder or residential maintenance and alteration contractor fails to correct the defects, the Department may pursue disciplinary action by filing a formal complaint against the licensee. If a formal complaint is filed against the licensee, you may be called to testify in an administrative hearing. As the Building Code Enforcement Official/Inspector, your testimony is needed to prove building code violations. Your Building Inspection Report should only contain statements to which you are prepared to testify under oath at an administrative hearing. If you cannot testify to an item as a violation, you should not check it on the form as a violation. Check the "no violation" box, instead.

When completing the Building Inspection Report, it is important that you identify the following items:

- 1. The code in effect at the time of construction (e.g. MRC) and the year of that code (e.g. MRC 2003).
- 2. The specific section of the construction code which was violated (e.g. MRC 2003, R 404.1).
- 3. The local ordinance number for any ordinance violation that is cited and the date adopted (e.g. ordinance 143, 12/1/90).
- 4. The date of the inspection, inspector's name, inspector's e-mail address, inspector's telephone and fax number, the city, township or village, the office address and the building inspector's signature.
- 5. The NOTARY before whom the affidavit was sworn.

Pursuant to the Stille-Derossett-Hale Single State Construction Code Act, 1972 PA230, MCL 125.1523(1)(B), the Building Code Enforcement Official/Inspector has a duty to report violations of the Act or Rules promulgated under the Act.

BUILDING INSPECTION REPORT

THIS FORM TO BE COMPLETED BY THE BUILDING INSPECTOR ONLY.

Owner of Property		Contractor Responsible for Work Performed		
Construction Site - Street Address		Business Address of Contractor		
City, State & Zip Code		City, State & Zip Code		
Occupancy Date, New Construction	Completion Date, Home Improvement	License Number		
Is Building Permit Required?	Permit Number (if required)	Permit Issued to	Date Permit Issued	

INSPECTOR: Identify <u>each</u> item the complainant has listed on the Statement of Complaint. You may include other items you believe are justified. Inspect the building project and indicate below whether the items are justified because they are code violations. If they are not, check the box marked "No Violation." You should not check the "No Violation" box if you indicate the item represents a code violation. **You may be asked to testify to your statements at an administrative hearing if the Department pursues a formal complaint against the residential builder or residential maintenance and alteration contractor. Attach additional sheets if necessary to explain non-code violations, such as abandoned projects or departure from plans specifications, etc.**

Being first duly sworn or otherwise having acknowledged the obligation to provide truthful information, the undersigned verifies and confirms that the statements made below are true to the best of my knowledge, information, and belief and, if called as a witness, would so testify:

Enter items identified in the Statement of Complaint and any other items you believe are justified. Indicate the nature of the complaint, location, and code violation or no violation.	Section Number of Code Violation (e.g R 404.1)	Code Used and Year (e.g. MRC 2003, etc.)	No Violation (✓)

Enter items identified in the Statement of Coi believe are justified. Indicate the nature of the violation or no violation.	пріаілт and any other items you le complaint, location, and code	Violat	on Number of Code ion R 404.1)	Code Used and Year (e	.g. мкС 2003, etc.)	No Violation (√)
Ordinance	Section		Date Adopted		Date Effective	
Name of Inspector (Printed)			Telephone Number		Fax Number	
Inspector for City, Village, Township of			County of			
Street Address			City, State & Zip Co	ode		
E-mail Address			Date of Inspection			
Signature of Inspector			Signature Date			
SUBSCRIBED TO AND SWORN BEFC BY THE ABOVE SIGNED BUILDING IN	RE ME ON THE ISPECTOR/OFFICIAL.		DAY OF		, 20,	
NOTARY PUBLIC						
COUNTY OF						
ACTING IN THE COUNTY OF						
MY COMMISSION EXPIRES:						